

Medicare Information

When Managed Care Plans Leave Medicare

If your plan is leaving Medicare, you will have to make a choice about how you receive your health care. Resources are available to help you make a new health plan choice.

Remember:

- **Learn as much as you can about your options before making a decision.**
- If your managed care plan leaves the Medicare program, you are still covered by Medicare.
- Your current managed care plan must cover you through December 31, 2000.
- If your managed care plan leaves Medicare, you will get a letter in July and another letter by October 2, 2000 (from your Medicare managed care plan). The letters will tell you about your choices and where you can call for help.

To Learn More:

- Look at your *Medicare & You 2001* Handbook
- Look on the Internet at www.medicare.gov - The Official U.S. Government Site for Medicare Information
- Call 1-800-MEDICARE (1-800-633-4227, TTY/TDD: 1-877-486-2048 for the hearing and speech impaired)
- Go to a local Medicare educational outreach event
- Call your local State Health Insurance Assistance Program (SHIP)



Medicare & You 2001 Handbook

This handbook explains your Medicare benefits, your Medicare plan choices and where you can call for help with your questions. Every household will get a copy of the Medicare & You 2001 handbook by October 15, 2000. The handbook will also give you information on your health care options. The handbook is available in English, Spanish, Braille, large print, or on audiotope through 1-800-MEDICARE (1-800-633-4227).

Other helpful booklets you can get from 1-800-MEDICARE include: *Understanding Your Medicare Choices*, the *2000 Guide to Health Insurance for People with Medicare*, *Your Guide to Private Fee-For-Service Plans*, and *Medigap Policies and Protections*. The *2000 Guide to Health Insurance* can answer your Medigap questions.

www.medicare.gov

Medicare's official web site, www.medicare.gov, has useful information for you and anyone who helps you make health care decisions. You can find basic Medicare information, health plan choices, organizations that can help you with Medicare, and Medicare booklets in English and Spanish that can be viewed, downloaded or printed.

In addition, you can look at "Medicare Health Plan Compare," Medicare's electronic database of health plan comparison information. The database tells you about your health plan choices so you can make informed health care decisions. You can choose the level of detail you want to know about health plans, searching either by State, county or zip code. Medicare will update the database every three months to give you the most up-to-date and complete information.

You also can display side-by-side comparisons of services offered by two health plans and can search for a specific type of service such as eye care, foot care or Pap test.

You can also access "Medigap Compare." This electronic database can help you find "Medigap" policies available in your area to cover costs not paid by Medicare.

If you don't have a computer, your local public library or senior center may be able to help you find this information.

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TTY/TDD 877-486-2048 for the hearing and speech impaired)**

1-800-MEDICARE (1-800-633-4227) is run by the Medicare program. You can talk with a Customer Service Representative between 8:00 a.m. and 4:30 p.m. in your time zone, Monday through Friday, to ask questions about Medicare or order Medicare booklets.

You can also call 1-800-MEDICARE to get general information on the Medicare health plans in your area, quality and satisfaction information on managed care plans in your state, disenrollment forms and information on leaving a Medicare managed care plan, the *Medicare & You 2001* handbook, and other helpful Medicare booklets.

Local Medicare Educational Events

If a managed care plan in your community is leaving Medicare, federal and state officials may host local meetings to answer questions and give you more information about your choices. If a meeting is being held in your area, information will be included in the detailed letter you will be getting from your managed care plan by October 2, 2000. You can also look on the Internet at www.medicare.gov for this information. Select "Local Medicare Event."

State Health Insurance Assistance Program

You can call your State Health Insurance Assistance Program (SHIP) for help. Volunteers can help you with your questions, and give you information on your health plan choices, including Medigap policies. SHIP counselors can also help with payment denials or appeals, Medicare rights and protections, and Medicare bills.

The phone number for your SHIP can be found in the *Medicare & You 2001* handbook, on www.medicare.gov or by calling 1-800-MEDICARE (1-800-633-4227). Your SHIP office can provide you with your State Insurance Department's phone number if you have any questions about Medigap policies in your area.

Other Medicare Publications

Other free Medicare booklets are available. Many of these are available in Spanish print, English and Spanish audiotape, Braille, and large print. Call 1-800-MEDICARE (1-800-633-4227) or look on the Internet at www.medicare.gov and select "Publications."

About Services Medicare Covers:

- Medicare Home Health Care Services
- Medicare Hospice Benefits
- Medicare Preventive Services

About Medicare Health Plan Choices and Supplemental Coverage:

- Health Plan Comparison Information
- 2000 Guide to Health Insurance for People with Medicare
- Understanding Your Medicare Choices
- Worksheet for Comparing Medicare Health Plans

About Your Rights and Protections:

- Medicare Appeals and Grievances (Complaints)
- Medigap Policies and Protections

About Costs and Payment:

- Medicare Savings for Qualified Beneficiaries
- Does Your Doctor or Supplier Accept Assignment?